

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our community.
- Kind – We treat everyone with kindness, respect and empathy.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child

abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health



POSITION DESCRIPTION

Position Title:	NH CSSD Instrument Technician Grade 3
Business Unit/Division:	Surgery
Award Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification:	IN3
Employment Type:	Permanent Full Time/Part Time
Reports to:	NUM CSSD, ANUM CSSD and Grade 4 and Grade 5 Instrument Technicians
Date Prepared/Updated:	09.01.26

ROLE STATEMENT

General Role Statement:

A Grade 3 Instrument Technician performs work of a general nature under the guidance of a Grade 5 or above within Central Sterilising Services Department (CSSD), including but not limited to cleaning, packaging and sterilisation of reusable critical and semi-critical medical devices and equipment. A Grade 3 Instrument Technician will assist and support the department with outstanding service to our clients, ensuring best practice compliant care as guided by AS5369:2023 and Northern Health Policies and Procedures

Work as a member of the CSSD team across both campuses in a rotating roster. Performs work under the guidance of a Grade 5 and/or CSSD Educator. This includes but is not limited to:

- Receipt of items from areas outside the TNH/BH CSSD.
- Sorting, cleaning/decontamination, disinfection and drying of items for re-processing.
- Checking and assembly of items following cleaning.
- Packaging, labelling and subsequent sterilisation of items.
- Distribution of items to storage areas or for collection by other team members.
- Assist in the maintenance of adequate levels of stock by reporting to in charge staff.
- Maintain Event Related Sterility for all stock held within CSSD.
- Maintain an environment that is optimal for the production and storage of Sterile Stock and equipment.
- Management of Orthopaedic Loan Sets (includes receipt, checking in/out processes, digital photography and contacting loan set providers) upon progression to Instrument Technician Grade 3 role

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).

- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Act as a resource person to new and learner technicians
- Assists with informal and formal education sessions on the unit
- Ensure efficient utilisation of available resources

Strategic and Project Management Leadership

- Provide assistance to NUM for the best practice efficient and effective daily operation of CSSD according to Standard AS5369:2023, NSQHS & NHMRC 2019 including:
 - Ensure that CSSD procedure including decontamination, checking equipment, packing and sterilisation and storage of all processed equipment is undertaken within compliance guidelines
 - Assist with the implementation of Northern Health Competency Based Training Tool
 - Assist in developing quality improvement plans and risk management strategies
 - Actively involved in accreditation process
 - Facilitate OH&S requirements
 - Prevention and control of infection
 - Assist in developing and implement policies and procedures
 - Demonstrate an understanding of customer service
 - Assist with implementation of new technologies, process changes and associated specialities
 - Monitors, records and reports sterilisation practices within the CSSD, ensuring practices meet AS5369:2023
- Demonstrates a thorough knowledge of all facets of sterilisation services
- Maintain currency of knowledge through attendance and participation in relevant courses, education sessions, workshops and conferences
- Takes responsibility for own professional behaviour
- Displays professional behaviour by commitment to work at optimal efficiency
- Promotes and maintains a safe working environment
- Achieves daily duties as per additional task description
- Commitment to agreed working hours
- Involvement in communications/meetings by regularly checking staff email and departmental communication book
- Commitment to providing a high service delivery to all campuses

Organisation-Wide Contribution

- Support CSSD Management Team in implementing processes as per standard
- Provide excellence in problem solving and troubleshooting for the users of CSSD services at all times
- Excellent understanding in the implementation of the policies, procedures and protocols of the department (SOPs) in all areas
- Manage and control the economical use of equipment and supplies
- Adheres to all aspects of confidentiality in regards to patients, staff and personnel.
- Participate in quality improvement activities in the department and throughout the organisation
- Function effectively as a member of the healthcare team
- Actively seeks advice concerning equipment/work flow that are unfamiliar or new from Grade 4 & Grade 5 Instrument Technicians

Diversity and Inclusion

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision
- Exhibit customer service behaviours in all interactions with internal and external customers
- Work with consumers to improve the safety and quality of services
- Support achievement of Northern Health's Cultural Responsiveness Plan
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff

Innovation and Culture Change

- Ensure any incidents are recorded on Riskman VHIMS
- Promote a unit culture of optimism, innovation, encouragement, learning and creativity

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Certificate III in Sterilising Services

Experience

- Post qualification experience of more than 12 months as Instrument Technician in an equivalent major facility with knowledge of instruments and consumables and is able to work in all areas of the department with a high degree of autonomy and accountability
- Knowledge in Loans processes, liaising with Company & Theatre In-Charge

Knowledge, Skills and Behaviours

- Must be values aligned in all aspects of the role
- Highly organised ability to prioritise and meet deadlines
- Attention to detail
- Ability to problem solve and make decisions
- Excellent written and verbal communication skills
- Excellent numeracy skills
- Sound knowledge of computer skills
- Act as a role model for staff
- Able to direct and motivate other staff
- Flexible and change orientated
- Risk averse
- Strong sense of customer service

- Excellent knowledge of AS5369:2023 ensuring clinical practice is evidence based and responsive to clients' requirements
- Excellent knowledge of the principles and practice of Infection prevention

OCCUPATIONAL HEALTH & SAFETY

- Observe safe working practices, protecting your own and others' health and safety.

The following Occupational Health & Safety risks are associated with this position:

Physical Risks

- Repetitive tasks > 2 hours at a time
- Heavy lifting – estimated maximum weight 7 Kg
- Heavy or Repetitive pushing
- Heavy or Repetitive pulling
- Sustained movements

Exposure Risks

- Fumes
- Toxic material
- Hazardous material
- Hot
- Cold
- Biological Hazards

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: